FAQs
Moving to BrightPay cloud

Starting in the 2026/27 tax year, BrightPay will be exclusively cloud-based. The desktop version will no longer receive updates, support, or legislative compliance.

Bright's cloud solutions offer enhanced functionality, security, and a modern payroll experience. To stay at the forefront of innovation, we are focusing our development on advancing the platform, ensuring a seamless transition for users.

FAQs: Why BrightPay cloud?

1. Why was BrightPay Desktop discontinued after the 2025/26 tax year?

As payroll processes evolve, compliance requirements grow, and businesses demand greater efficiency. Transitioning BrightPay entirely to the cloud ensures a future where you will have seamless access to the latest tools and automation. This move allows us to focus on delivering continuous innovation without disruption – helping you manage payroll more efficiently and stay ahead in an ever-evolving landscape.

2. Where can I find out more information about BrightPay Cloud?

To find out more information about BrightPay Cloud, please visit: www.brightsg.com/brightpay-cloud-payroll-software/

3. Was BrightPay Connect also discontinued?

Yes. From the start of the 2026/27 tax year, BrightPay Connect was no longer available with bureau desktop licences. Please note that, starting in 2025/26, BrightPay Connect was not available with BrightPay desktop standard licences.

4. Should I make the move to BrightPay Cloud now?

BrightPay Desktop is now non-compliant with current UK legislation for the 2026/27 tax year, so it's essential that you transition to BrightPay Cloud as soon as possible to continue processing payroll.

To understand the full feature parity, please click here to view a side-by-side view of the feature comparison of BrightPay Cloud, BrightPay Desktop and BrightPay Connect.

5. Can I book a demo of BrightPay Cloud?

Yes, to book a demo of BrightPay cloud click here.

FAQs: Feature Comparison

1. What's the difference between BrightPay Desktop, BrightPay Connect and BrightPay Cloud?

Click here to view a full feature comparison.

2. What is the maximum number of employees allowed?

BrightPay's Cloud is currently restricted to 300 employees (including leavers). If any of your employers exceed this limit, complete this form immediately so we can discuss your options.

3. Is the Construction Industry Scheme (CIS) module available on BrightPay cloud?

CIS functionality is not available in BrightPay Cloud. However, we have developed a separate solution - BrightCIS - which provides CIS functionality and compliance in the cloud. Please note that when you migrate to BrightPay Cloud, you are entitled to a free BrightCIS licence. Please contact our team on brightpaysales@brightsg.com for assistance.

FAQs: Making the move

1. How do I move from BrightPay Desktop to BrightPay's cloud software?

Step 1: Log in using your BrightID

Go to https://brightpay.brightsg.com and log in using your BrightID. If you have already purchased BrightPay, or used BrightPay Connect or other Bright Products, you will already have a BrightID.

Step 2: Create your organisation

Once logged in, you will be asked to create your organisation. Here, you need to enter your organisation name and address, choose your payment plan and add a payment method.

Step 3: Import your employer(s)

Select the option to 'Import from BrightPay for Windows'. Select the employer file(s) you wish to import and BrightPay will import all of the required payroll data. Check out our migration video for step-by step instructions on how to import your data from BrightPay's Desktop to BrightPay's Cloud software

You can import up to 10 employers per batch.

Watch this video to see the migration steps live.

2. How do I create an organisation?

You can select the 'Create Organisation' button on the welcome screen or create an organisation under 'My Organisation' > 'New Organisation.' In the following screens, enter the name and address of your organisation, choose your payment plan and add your payment method. Details of the Organisation can be viewed under 'My Organisation' > 'Organisation Details.' Here, you can also manage team members and manage your billing.

3. Once I import my data to BrightPay cloud, will I still have access to my historic data?

Yes, you can access the data from previous tax years on BrightPay Desktop. If you have been using Connect, you can import the historical payslips and HR Resources from BrightPay Desktop to Cloud.

4. Can I import multiple employers from BrightPay for Windows/Mac to BrightPay cloud?

Yes, on the import screen, press and hold the "Shift" key on your keyboard and select the employer files you wish to import. You can import up to 10 employers per batch. If the employer data files are password protected, you will need to enter the passwords to import the companies.

5. Can I import my employers in batches to BrightPay cloud?

Yes, you can import all your companies to BrightPay cloud or import them in batches.

6. Can I import my company mid-year from BrightPay Desktop to BrightPay cloud?

Yes, BrightPay provides a quick and seamless import utility to bring across your company and employee details from BrightPay Desktop to BrightPay cloud.

7. What information/data comes across when I import my employer from BrightPay Desktop to BrightPay Cloud?

When importing an employer from BrightPay Desktop to BrightPay Cloud, your employer and employees' details will come across, as well as pay elements, pensions, reports, attachment orders and benefits if applicable.

You'll need to re-enter the HMRC gateway and Nest credentials (if Nest is your pension provider).

8. Will I be able to use BrightPay cloud

Yes, BrightPay cloud can be accessed from any device, including Mac.

FAQs: Pricing

1. How much does BrightPay's cloud software cost?

With BrightPay's cloud software, the pricing works off your highest recorded number of employers and employees, so the pricing will be unique to each business. Use our pricing calculator to work out how much you would pay for your 2026/27 BrightPay cloud.

We recommend talking to our sales team about ongoing incentives.

2. How can I pay for BrightPay cloud?

You have two options to choose from when paying for your BrightPay. You can choose to pay annually or you can choose to be billed monthly.

Monthly subscription

Monthly payments are due and payable monthly in arrears by Direct Debit on the 4th of the following month or the next working day, based on the highest recorded number of employers and employees in that month (starters and leavers included). Payments are taken automatically each month.

Annual payment

Annual payment plans are payable on the 4th of the following month based on the highest recorded number of employers and employees you wish to pre-pay for the next 12 months. A discount will apply to annual payments. Please note your **12-month payment will be automatically renewed** each year unless you cancel before the renewal date.

**Additional usage that is higher than the annual payment plan will be charged based on monthly subscription prices with overage payments taken automatically each month.*

FAQs: Moving from BrightPay Connect

1. Can I use BrightPay Connect with BrightPay's cloud software?

No. BrightPay's cloud software and BrightPay Connect are two separate products. BrightPay Connect is only designed to work with BrightPay's Desktop.

2. Can I use BrightPay Connect for the 2026/27 tax year?

No. BrightPay's cloud software and BrightPay Connect are two separate products. BrightPay Connect is only designed to work with BrightPay's Desktop.

3. What functionality on BrightPay Connect is not currently available on BrightPay's cloud software?

All of the core functionality of BrightPay Connect is now available as part of BrightPay's cloud software.

4. How long will I be able to access BrightPay Connect?

If you migrate to BrightPay Cloud, you will retain your BrightPay Connect access for two years at no additional charge, until 5th April 2028.

If you choose not to transition to BrightPay Cloud, access to BrightPay Connect will end on 11th July 2026.

FAQs: Support for BrightPay

1. How long will BrightPay for Desktop be supported?

The **2025/26 version** of BrightPay Desktop was supported for the entire 2025/26 tax year.

As of the 2026/27 tax year, BrightPay is now exclusively in the cloud.

2. Does BrightPay cloud offer free product support?

Yes, all BrightPay cloud customers receive free phone and email support. Click here for more information. View our detailed help guides to help you get set up on BrightPay cloud or view our onboarding videos here.

We are constantly reviewing what questions are being asked. If you have a question, please let us know.

For more support resources, please visit our dedicated Migration Microsite:

Visit Microsite

Need help with your migration? Book a slot with our team here:

Book Migration Meeting